

**Department of Information Services
Customer Advisory Board
January 24, 2000
Meeting Minutes**

Members present:

**Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Shelagh Taylor, Labor & Industries
Dale Putnam, Washington State Patrol
Jim Reitz, Department of Retirement Systems
Bob Monn, Department of Ecology
Marla Kentfield, Office of State Treasurer
Don Price, Department of Corrections
Andy Jackson, Department of Labor & Industries
Mike Seale, Community Trade and Economic Development
Dan Parsons, Washington State Patrol
Susie Smith, State Auditor's Office
Tom Parma, Department of Financial Institutions
Romeo Solis, Health Care Authority
Gary Schricker, Department of Health
Phil Grigg, Department of General Administration
Dennis Jones, Office of Financial Management
Mike Kretzler, Utilities and Transportation Commission
Brian Backus, Office of the Administrator for the Courts
Roger Dodd, Department of Revenue
Jim Eby, Department of Fish and Wildlife
Gerry McDougall, Department of Licensing
Jim Culp, Department of Transportation
Herb Potter, Department of Agriculture
Jim Albert, Attorney Generals Office
Dan Fannin, Center for Information Services
Steve Demel, Department of General Administration
Mike Almvig, Associations of Counties and Cities
Ken Simon, GTE**

DIS Staff present:

Paul Taylor, Deputy Director	Gene Martel, IT
John Saunders, E-Commerce	Erika Lim, MOSTD
David Koch, MOSTD	Andy Hix, MOSTD
Stan Ditterline, MOSTD	Mary Lou Griffith, MOSTD
Lourdes Collins, MOSTD	Andy Marcellia, MOSTD
Mike Curtright, CSD	Joe McGavick, R&G
Darrell Riffe, CSD	Mike McVicker, TSD
Lance Calisch, MOSTD	Ellen Langley, Communications

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Sub-Committee Reports:

Human Resources - Doug Tanabe

Bob Monn reviewed the Info Tech Entry Register which includes five classes of IT positions. In addressing recruitment issues Bob asked that any CAB members having difficulties filling positions to please contact him at Bobh@dop.wa.gov. It was suggested that a Human Resources sub-committee be formed to address the issues surrounding Initiative 695 and job class issues.

State/local Government - Dan Parsons

Mike Almvig stated that they are looking at E-commerce issues and are concerned that local jurisdictions may be operating differently. They are addressing the question of how to add common sense to electronic programs so they look alike and to ensure there is a commonality across the counties. The next ACCIS meeting is in May. The Chair asked for volunteers for a state & local sub-committee.

Architecture - Phil Grigg

Andy Jackson, chair of the Middleware Sub-committee, reviewed the status of the project which is designed to allow mainframe access from the web. Andy noted that SAGA software had been chosen and installed at DIS. Acceptance testing has started and the pilot period will begin in mid February. Mike Curtwright stated that DIS had been approached to provide full technical support in addition to the 7/24 operational support. The next sub-committee meeting is February 9th at 3:30 in room 303A in the GA building.

Joint Procurement Contracts Project - Pat Kohler, GA

Steve Demel from the Office of State Procurements reviewed the Optional Use Contract pilot project for IT procurements. The Optional Use Contract is not a master contract but is a multi-agency, two-tiered process for qualifying and selecting vendors. The contract became effective November 18, 1999, with participation from ten state agencies and 5 co-op members. As of January 21, 2000, twelve work orders had been awarded at a total estimated value of \$2.3 million. The Department of General Administration will provide a status report to the ISB at the February meeting.

Digital Government

The Plan - Paul Taylor, DIS

Paul presented the prototype cover of the Digital Government Plan. The CAB, TAAG, ECESC, and ISB have all reviewed the plan and those comments have been incorporated. The plan will be released in print and on the web by the second week of February.

Digital Signature/Credit Card Verification - John Saunders, DIS

John announced the launch of Inside Washington, the state intranet (www.inside.wa.gov). Gene Martel, DIS presented the website and asked that agencies provide feedback and responses. Gene reviewed the forms that are available on the site including leave slips and travel vouchers. It was suggested that CAB minutes be made available through Inside Washington.

John Saunders reviewed the status on Digital Signatures. An announcement on the selection of the outside Certification Authority will be made shortly. Contract negotiating will begin after that. The vendor will be on a 180 day schedule to set up the infrastructure. The goal is to begin issuing certificates by the end of the fiscal year.

TAAG Update on Assurance levels/User Interface Guidelines - John Saunders, DIS

John reviewed web presentation guidelines for Digital Government. The proposal has gone to the TAAG and the ECESC. John asked that comments be directed to Laura Parma by the 3rd of February. The guidelines include specific directions for web-based presentations and encourages a common look and feel. John can be contacted at Saunders@dis.wa.gov.

Windows 2000 Server Pilot Update - Mike McVicker, DIS

Mike reviewed the 18 goals and deliverables of the pilot. The project is contracted with a project manager and dedicated support has been secured from Microsoft. Mike encouraged agencies to encourage the network teams to be supportive of the interview process. The interviews will take about an hour and will cover multiple levels within agencies. The project will run through April with the goal to provide agencies information for next biennium budget planning. Mike suggested the possibility of a Microsoft presentation at a future CAB meeting or possibly a special meeting for that purpose.

CAB Accomplishments and Directions - Dennis Jones, OFM

Dennis reviewed the roles, responsibilities, and initiatives of the CAB. There will be a future discussion of CAB priorities. Dennis asked CAB members review the document for future discussion. Dennis recapped the 1999 accomplishments including portfolio management, DOP training, and IT reclassifications, and noted hopes for a better effort at local government involvement and privacy issues. Dennis can be contacted at Dennis.jones@ofm.wa.gov.

Paul Taylor gave a brief update on the current results of the Digital State Award stating there had been decisions in E-taxation and E-commerce and Business Regulation (Washington took second and third place respectively). The areas of Justice and K20 will be the next areas of competition. Paul reminded members that this year the Government Performance Trust will be reviewing state government and that OFM will be looking for submissions and to the CAB for requests to responses.

New Business Marla Kentfield asked for a debriefing on this years legislative session at the next meeting.

Meeting Adjourned. Next meeting February 28, 2000.